

RETURNS POLICY

You may cancel your order for any reason up to 30 days from the date on which you receive the Shipping Confirmation, by notifying us of your decision to cancel using the following contact details: through whatsapp available 24/7: (+34) 677089063 or by calling our phone number (+34) 677089063 / (+44) 7709020532. To meet the cancellation deadline, it is sufficient for you to have sent your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you have been charged for any items, we will process a refund, which will include the cost of delivery to the original delivery address.

You do not have the right to cancel the Contract when it is for the delivery of any of the following three categories of "Excluded items":

Excluded Items

1. Items that have been made to your specifications or clearly personalised.
2. Sealed items that are not suitable for return for health protection and hygiene reasons (eg underwear, swimwear, earrings, hosiery, socks and fragrances), and that have been unsealed after delivery, or if the hygiene label is no longer in place.

When you receive the items, you may handle them to establish their nature, characteristics and functioning. Acceptable handling of the items is that which would reasonably be allowed. Items should not have been damaged, soiled, washed, altered or worn (other than to try the item on) and any labels or tags must be intact.

If your handling goes beyond what is acceptable and the items are damaged or diminished in value, we may deduct from the amount we reimburse to you, or you may be liable to us for, an amount equal to the diminished value of the items.

Please return the items using or including all their original packaging, instructions, and other documents, if any, accompanying the items.

Returns Method

. You must contact us through our e-mail: craneall.clothing@gmail.com, whatsapp: (+34) 677089063 or by calling our phone number (+34) 677089063 / (+44) 7709020532, to find the best solution for the refund.

If you have any questions, please contact us.

After examining the items, we will inform you of whether you have the right to reimbursement of the amounts paid.

The refund will be paid as soon as possible and, in all cases, within 14 days from the date on which you notified us of your intention to cancel. Notwithstanding this, we may withhold the reimbursement until we have received the items back, or until you have supplied sufficient evidence of having sent back the items, whichever is the earlier.

The refund will always be paid using the same payment means you used to pay for your purchase, except when a gift receipt is presented with the returned items. In this last instance, the refund will be made via a credit receipt or voucher.

You are responsible for the cost and risk of returning the items to us, as indicated above.

Exchanges – for a change of size

If you decide that the item that you have purchased is in the wrong size for you, then you may be able to request a change in its size, without having to pay an additional delivery charge for the new item being sent to you, provided that you return the original item. This option is irrespective of your right of withdrawal, which will continue to exist legally and contractually. You can request the change of size via e-mail: craneall.clothing@gmail.com, whatsapp: (+34) 677089063 or by calling our phone number (+34) 677089063 / (+44) 7709020532.

Once you have requested the exchange, and selected the appropriate returns method, you must return the original item. You must return the item without any undue delay, and in any event within a maximum period of 14 calendar days from making the exchange request.

After you have chosen your return method, we will aim to send your new order to you, of the item in its revised size, within 2-3 working days from the date of request of the exchange, and in any event within a maximum of 30 days from that date. This option will not present an extra cost to you. The new order is governed by the provisions of these Terms, including your ability to exercise your right of withdrawal.

Please note that if after 14 calendar days from the date of the exchange request, you have not returned the original item, we are entitled to charge you the costs corresponding to the new order placed, subject to the provisions of these Terms.

Returns of defective items

If the item that you have received is defective, please notify us by using e-mail: craneall.clothing@gmail.com, whatsapp: (+34) 677089063 or by calling our phone number (+34) 677089063 / (+44) 7709020532, and return the item after the agreed method.

Please provide proof of purchase, for example a copy of the E-ticket attached to the Shipping Confirmation.

We will examine the item and if we deem it to be defective, we will provide an exchange or a full refund including delivery charges, and the refund will be paid using the same means of payment that you originally used to pay for your purchase. These provisions do not limit any applicable statutory rights.

Returns of non-CRANEALL items

You are responsible for checking the contents of any packages before you return them to us.

We are not responsible for the care or return of the contents of any packages which are erroneously returned to us (which included any products provided by other retailers) ("Erroneous Returns").

We will contact you to inform you that you have made an Erroneous Return.

If we are able to locate an Erroneous Return, we will take reasonable measures to return the relevant contents to you, but reserve the right to first require you to reimburse us for our reasonable costs in processing, storing and returning those contents to you.